

2.17 SERVICE STANDARDS

HERSIENING VAN DIENSSTANDAARDE

File number / Verwysingsnommer: 6/4/1

Meeting date / Vergadering datum: 30 Julie 2019

Report by / Verslag deur: Direkteur: Korporatiewe Bestuur – Me M Griesel

STRATEGIC PURPOSE / STRATEGIESE REDE

Doeltreffende, koste effektiewe en beste kwaliteit dienslewering deur goeie regeerkunde.

PURPOSE OF REPORT / DOEL VAN VERSLAG

Vir die Raad om die aangepaste diensstandaarde te oorweeg.

BACKGROUND AND DISCUSSION / AGTERGROND EN BESPREKING

Die geskeduleerde werkwinkel om diensstandaarde te hersien, het nie op 22 Mei 2019 plaasgevind nie, aangesien slegs enkele insette ontvang is. Die Junie 2019 diensstandaarde word aangeheg as **Aanhangsel A** as vergelykingsdokument.

Die volgende insette was betyds ontvang en aan die Portefeulje Komitee van 12 Junie 2019 voorgelê en in Aanhangsel A vervat:

DEPARTMENT	SERVICE LEVEL DAYS	PROPOSED AMENDMENT TO SERVICE LEVEL DAYS	KOMMENTAAR VAN MNR VOSS
Community Services. Traffic Control Complaints	10	15	Die area is baie groot en dit brei al hoe meer uit, maar die mannekrag en voertuie word nie aangevul nie.
Community Services By-Laws Contraventions	14	15	Die area is baie groot en dit brei al hoe meer uit, maar die mannekrag en voertuie word nie aangevul nie.
Community Services: Complaints w.r.t. vagrants	14	15	Die area is baie groot en dit brei al hoe meer uit, maar die mannekrag en voertuie word nie aangevul nie.
Community Services: Sound Disturbance	3	5	Die area is baie groot en dit brei al hoe meer uit, maar die mannekrag en voertuie word nie aangevul nie.

Die item het by die **Portefeulje Komitee** vergadering van **12 Junie 2019** gedien en is die volgende aanbevelings gemaak:

- “1. Dat die Komitee die aangepaste diensstandaarde ondersteun en aanbeveel.*
- 2. Dat die item na die Raad verwys word vir goedkeuring.*
- 3. Dat ’n maandelikse moniteringsverslag van die afhandeling van klagtes en take in terme van diensstandaarde, aan die Uitvoerende Burgemeesterskomitee voorgelê word.*
- 4. Dat ’n diensstandaard vir die herstel van brandkrane bepaal word en ingevoeg word in die register.”*

Die item het by die **Uitvoerende Burgemeesterskomitee** vergadering van **26 Junie 2019** gedien waar dit onttrek is:

- “1. Dat die Uitvoerende Burgemeesterskomitee kennis neem van die stand van die item.*
- 2. Dat die item **terugverwys** word vir verdere kommentaar en voorgelê word aan die Portefeulje Komitee en Uitvoerende Burgemeesterskomitee in Julie 2019.”*

Die Tegniese Dienste departement het diensstandaarde soos per **Aanhangsel B** aangepas.

Die item het by die **Portefeulje Komitee** vergadering van **16 Julie 2019** gedien en is die volgende aanbevelings gemaak:

- “1. Dat die Komitee die aangepaste diensstandaarde vir Julie 2019 ondersteun en aanbeveel met uitsondering van “Traffic Complaints” welke op 10 dae moet bly.*
- 2. Dat die item na die Raad verwys word vir goedkeuring.*
- 3. Dat ’n maandelikse moniteringsverslag van die afhandeling van klagtes en take in terme van diensstandaarde, aan die Uitvoerende Burgemeesterskomitee voorgelê word.”*

UITVOERENDE BURGEMEESTERSKOMITEE

Die item dien by die **Uitvoerende Burgemeesterskomitee** vergadering van **30 Julie 2019** en terugvoer sal tydens die Raadsvergadering gegee word.

COMMENTS: MUNICIPAL MANAGER / KOMMENTAAR: MUNISIPALE BESTUURDER

Daar word deurlopend gepoog om alle dienste in die kortste moontlike tydperk af te handel of aan aandag te gee. Kennis is geneem van die verslag en die aanbevelings word ondersteun.

**COMMENTS: DIRECTOR CORPORATE MANAGEMENT / KOMMENTAAR:
DIREKTEUR KORPORATIEWE BESTUUR**

Die Beskermingsdienste departement moet kennis neem dat die voorgestelde aanpassing t.o.v. "Traffic Control Complaint" na 15 dae nie deur die Portefeulje Komitee ondersteun is nie, maar aanbeveel dat dit 10 dae bly.

**COMMENTS: DIRECTOR FINANCIAL SERVICES / KOMMENTAAR: DIREKTEUR
FINANSIËLE DIENSTE**

Kennis geneem.

**CMMENTS: DIRECTOR DEVELOPMENT PLANNING / KOMMENTAAR:
DIREKTEUR ONTWIKKELINGSBEPLANNING**

Klagtes met betrekking tot geraas is moeilik om steeds binne 5 dae af te handel, aangesien die munisipaliteit nie oor 'n desibel meter beskik nie.

**COMMENTS: DIRECTOR TECHNICAL SERVICES / KOMMENTAAR:
DIREKTEUR TEGNIESE DIENSTE**

Die aanbevelings word gesteun.

**COMMENTS: DIRECTOR COMMUNITY SERVICES / KOMMENTAAR:
DIREKTEUR GEMEENSAPSDIENSTE**

Voorgestelde diensstandaarde ten opsigte van Beskermingsdienste verteenwoordig die uiterste maksimum tydperke. Daar sal deurentyd gepoog word om die diensstandaard te handhaaf, en te verbeter. Die aanbevelings word ondersteun.

Addisionele kommentaar ten opsigte van "Traffic Control Complaints":

Bestuurder: Beskermingsdienste - Mnr A Voss

"Met die klagtes wat elke dag vermeerder in ALLE dorpe, is dit onmoontlik om by al die klagtes op die gegewe tyd van 10 dae uit te kom. Die aanstelling van die 1 nuwe Verkeersbeampte help maar maak net 'n "dent" en los die probleem net gedeeltelik op. Indien die dae nie vermeerder word nie, gaan ons, Beskermingsdienste, altyd sleg rapporteer ten opsigte van klagte bywoning.

Ek dink ons moet verstaan dat klagtes, bv. voertuig wat verkeerd parkeer en ander soortgelyke klagtes word onmiddellik aandag aan gegee. Die klagtes wat uitdagend is, is gewoonlik dit wat ondersoek moet word, soos 'n verhoë wat op grond van tegniese redes navraag gedoen word op.

Die tipe klagtes word gestuur na Syntell om ook kommentaar te lewer op en dan moet die beampte wat gevang het kommentaar lewer, die saak gaan na die aanklaer en dan weer terug na ons. Die gedeelte van die aanklaer is baie uitdagend want hulle het hulle eie tyd om met die sake te deel."

Direkteur: Gemeenskapsdienste – Mnr C Onrust

Dit word bevestig dat weens die aard en hoeveelheid verkeers verwante klagtes wat daaglik ontvang word, handhawing van die 10 dae diens standaard 'n al hoe moeiliker taak raak.

Die versoek vir verhoging van die aantal dae is dus nie onbillik nie. Indien die Raad voel die diens standaard moet verlaag, stel ek dus voor dat dit 12 dae sal wees en nie 15 dae nie.

**COMMENTS: MANAGER LEGAL SERVICES / KOMMENTAAR: BESTUURDER
REGSDIENSTE**

COMMENTS: OTHER / KOMMENTAAR: ANDER

RECOMMENDATION / AANBEVELING

1. Dat die Raad die aangepaste diensstandaarde vir Julie 2019 goedkeur met uitsondering van "Traffic Control Complaint" welke op 10 dae moet bly.
2. Dat 'n maandelikse moniteringsverslag van die afhandeling van klagtes en take in terme van diensstandaarde, aan die Uitvoerende Burgemeesterskomitee voorgelê word.

AGENDA ITEM APPROVED BY / AGENDA ITEM GOEDGEKEUR DEUR:

Direkteur: Korporatiewe Bestuur – Me M Griesel

ATTACHMENTS / STAWENDE DOKUMENTE

Aanhangsel A – Huidige Diensstandaarde 2018/2019

Aanhangsel B – Aangepaste Diensstandaarde

Name	Service Description	Service level days	Department
COMMUNITY SERVICES: Illegal Traders	COMMUNITY SERVICES: Illegal Traders	2	Community Services
COMMUNITY SERVICES: Burning of Transfer Station	COMMUNITY SERVICES: Burning of Transfer Station	3	Community Services
COMMUNITY SERVICES: Outdoor Advertising Enquiries	COMMUNITY SERVICES: Outdoor Advertising Enquiries	5	Community Services
COMMUNITY SERVICES: Sound Disturbance	LAW ENFORCEMENT: Sound Disturbance	5	Community Services
TECHNICAL SERVICES: Implementation of council resolution	TECHNICAL SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30	Technical Services
TECHNICAL SERVICES: Repair Water Pipe Bursts	TECHNICAL SERVICES: Repair Water Pipe Bursts	1	Technical Services
TECHNICAL SERVICES: Clear Blocked Sewerage Drains	TECHNICAL SERVICES: Clear Blocked Sewerage Drains	3	Technical Services
TECHNICAL SERVICES: Sewerage Connections	TECHNICAL SERVICES: Sewerage Connections	21	Technical Services
TECHNICAL SERVICES: Repair Potholes	TECHNICAL SERVICES: Repair Potholes	14	Technical Services
TECHNICAL SERVICES: Repair Water Leakages	TECHNICAL SERVICES: Repair Water Leakages	2	Technical Services
TECHNICAL SERVICES: Repair/Replace Faulty Water Meters	TECHNICAL SERVICES: Repair/Replace Faulty Meters	5	Technical Services
TECHNICAL SERVICES: No Water Available	TECHNICAL SERVICES: No Water Available	1	Technical Services
TECHNICAL SERVICES: Low Water Pressure	TECHNICAL SERVICES: Low Water Pressure	5	Technical Services
TECHNICAL SERVICES: Water Quality Complaints	TECHNICAL SERVICES: Water Quality Complaints	5	Technical Services
TECHNICAL SERVICES: Water Connections	TECHNICAL SERVICES: Water Connections	21	Technical Services
TECHNICAL SERVICES - SEWER: Smells	TECHNICAL SERVICES - SEWER: Smells	5	Technical Services
TECHNICAL SERVICES - SEWER: Leakages	TECHNICAL SERVICES - SEWER: Leakages	1	Technical Services
TECHNICAL SERVICES: Rubbish removal	TECHNICAL SERVICES: Rubbish removal	2	Technical Services

Name	Service Description	Service level days	Department
TECHNICAL SERVICES: General Dumping Complaints	TECHNICAL SERVICES: General Dumping Complaints	10	Technical Services
TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover	TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover	3	Technical Services
TECHNICAL SERVICES - SEWER: Removal Services	TECHNICAL SERVICES - SEWER: Removal Services	3	Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER: Pavement Related	TECHNICAL SERVICES – ROADS & STORMWATER: Pavement Related	14	Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER: Blocked Storm Water Drains	TECHNICAL SERVICES – ROADS & STORMWATER: Blocked Storm Water Drains	14	Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER: Uneven Road Surfaces / Gravel Roads	TECHNICAL SERVICES – ROADS & STORMWATER: Uneven Road Surfaces / Gravel Roads	14	Technical Services
TECHNICAL SERVICES: Damaged Road Repairs	TECHNICAL SERVICES: Damaged Road Repairs	30	Technical Services
TECHNICAL SERVICES: Storm Water Pipe Repairs	TECHNICAL SERVICES: Storm Water Pipe Repairs (Breakage and Blockage)	30	Technical Services
TECHNICAL SERVICES: Repair of Side walks	TECHNICAL SERVICES: Make of Side walks	14	Technical Services
TECHNICAL SERVICES: Make of Driveways	TECHNICAL SERVICES: Make of Driveways	30	Technical Services
TECHNICAL SERVICES: Cutting of Trees and Grass	TECHNICAL SERVICES: Cutting of Trees and Grass	7	Technical Services
TECHNICAL SERVICES: Clearing of Open Overgrown Areas	TECHNICAL SERVICES: Clearing of Open Overgrown Areas	30	Technical Services
TECHNICAL SERVICES: Grave Preparation for Burials	TECHNICAL SERVICES: Grave Preparation for Burials	3	Technical Services
TECHNICAL SERVICES: General Repairs (Small defects)	TECHNICAL SERVICES: General Repairs (Small defects)	3	Technical Services
TECHNICAL SERVICES: Problem at Sport Facilities	TECHNICAL SERVICES: Problem at Sport Facilities	3	Technical Services
TECHNICAL SERVICES: Power Interruptions	TECHNICAL SERVICES: Power Interruptions	1	Technical Services
TECHNICAL SERVICES: Meter Queries / Complaints	TECHNICAL SERVICES: Meter Queries / Complaints	2	Technical Services

Name	Service Description	Service level days	Department
TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off	TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off	2	Technical Services
TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off	TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off	5,21	Technical Services
TECHNICAL SERVICES: Electricity: Reconnections After Payment is Made	TECHNICAL SERVICES: Reconnections After Payment is Made	1	Technical Services
TECHNICAL SERVICES: Electricity: New Connections Where Existing Infrastructure can be Used and After Payment is Made	TECHNICAL SERVICES: New Connections Where Existing Infrastructure can be Used and After Payment is Made	5	Technical Services
TECHNICAL SERVICES: Faulty Powerbox (Repair or Replacement)	TECHNICAL SERVICES: Faulty Powerbox (Repair or Replacement)	1	Technical Services
TECHNICAL SERVICES: Geyser Control	TECHNICAL SERVICES: Geyser Control	2	Technical Services
TECHNICAL SERVICES: Repair of fire hydrants	Technical Services: Infrastructure Repair of fire hydrants	7	Technical Services
FINANCIAL SERVICES: Implementation of council resolution	FINANCIAL SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30	Financial Services
FINANCIAL SERVICES: Electricity Blocked	FINANCIAL SERVICES: Electricity Blocked	4	Financial Services
FINANCIAL SERVICES: Water Blocked (Placed on Drip)	FINANCIAL SERVICES: Water Blocked (Placed on Drip)	4	Financial Services
FINANCIAL SERVICES: Prepaid Vendor Off	FINANCIAL SERVICES: Prepaid Vendor Off	4	Financial Services
FINANCIAL SERVICES: Account Enquiries	FINANCIAL SERVICES: Account Enquiries	10	Financial Services
FINANCIAL SERVICES: Financial enquiries	FINANCIAL SERVICES: Financial enquiries pertaining to all Departments within the municipality	20	Financial Services
FINANCIAL SERVICES: Social Assistance Applications	FINANCIAL SERVICES: Social Assistance Applications	60	Financial Services
TOWN PLANNING: Implementation of council resolution	TOWN PLANNING: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30	Town Planning
BUILDING CONTROL: Building Inspection Confirmation	BUILDING CONTROL: Building Inspection	3	Development Planning

Name	Service Description	Service level days	Department
BUILDING CONTROL: Builders Deposit Refund Application processed	BUILDING CONTROL: Builders Deposit	3	Development Planning
BUILDING CONTROL: On-site Queries	BUILDING CONTROL: On-site Queries	5	Development Planning
BUILDING CONTROL: Building Plan Application Progress	BUILDING CONTROL: Building Application Progress	5	Development Planning
TOWN PLANNING: Complaint: General	TOWN PLANNING: Complaint: General	5	Development Planning
BUILDING CONTROL: Building Plan Approval	BUILDING CONTROL: Building Plan Approval	30	Development Planning
TOWN PLANNING: Zoning Certificate	TOWN PLANNING: Zoning Certificate	10	Development Planning
TOWN PLANNING: Land Use/Scheme Regulation Queries	TOWN PLANNING: Land Use/Scheme Regulation Queries	5	Development Planning
TOWN PLANNING: Land Use Applications – Delegated Official	TOWN PLANNING: Land Use Applications	60	Development Planning
TOWN PLANNING: Land Use Applications – Tribunal	TOWN PLANNING: Land Use Applications	120	Development Planning
ENVIRONMENTAL: Air Pollution	TOWN PLANNING: Air Pollution	3	Development Planning

JULIE 2019

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
CORPORATE SERVICES: Council Resolutions Distribution to Managers and personnel	CORPORATE SERVICES: Distribution of Council Resolutions from the Administration Department to applicable Directors, Managers and personnel for implementation or information.	4		Corporate Services
CORPORATE SERVICES: Correspondence Distribution	CORPORATE SERVICES: The Distribution of incoming correspondence to various departments for action.	3		Corporate Services
CORPORATE SERVICES: Implementation of council resolution	CORPORATE SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30		Corporate Services
CORPORATE SERVICES: Appointment of Personnel	CORPORATE SERVICES: Appointment of Personnel.	90		Corporate Services
CORPORATE SERVICES: Contractual Legal Advice	CORPORATE SERVICES: Contractual Legal Advice	14		Corporate Services
CORPORATE SERVICES: Website Updates	CORPORATE SERVICES: Website Updates	2		Corporate Services
CORPORATE SERVICES: Repair of pre-paid electricity sale points	CORPORATE SERVICES: Repair of IT network connection at the pre-paid electricity sale points	2		Corporate Services
CORPORATE SERVICES: Telephone complaints	CORPORATE SERVICES: Attention and action to municipal telephone complaints and faults.	1		Corporate Services
COMMUNITY SERVICES: Implementation of council resolution	COMMUNITY SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30		Community Services
COMMUNITY SERVICES: Replace Traffic Signs	COMMUNITY SERVICES: Replace Traffic Signs	21		Community Services
COMMUNITY SERVICES: Licensing and Road Worthy Certificates	COMMUNITY SERVICES: Licensing and Road Worthy Certificates	56		Community Services

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
COMMUNITY SERVICES: Learners and Driver's License	COMMUNITY SERVICES: Availability of learners and driver's License appointment	56	10	Community Services
COMMUNITY SERVICES: Traffic Control Complaint	COMMUNITY SERVICES: Traffic Control Complaint	15		Community Services
COMMUNITY SERVICES: By-laws Contravention	COMMUNITY SERVICES: By-laws Contravention	15		Community Services
COMMUNITY SERVICES: Complaints wrt. Vagrants	COMMUNITY SERVICES: Complaints wrt. Vagrants	15		Community Services
COMMUNITY SERVICES: Illegal Traders	COMMUNITY SERVICES: Illegal Traders	2		Community Services
COMMUNITY SERVICES: Burning of Transfer Station	COMMUNITY SERVICES: Burning of Transfer Station	3		Community Services
COMMUNITY SERVICES: Outdoor Advertising Enquiries	COMMUNITY SERVICES: Outdoor Advertising Enquiries	5		Community Services
COMMUNITY SERVICES: Sound Disturbance	LAW ENFORCEMENT: Sound Disturbance	5		Community Services
TECHNICAL SERVICES: Implementation of council resolution	TECHNICAL SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30	5	Technical Services
TECHNICAL SERVICES: Repair Water Pipe Bursts	TECHNICAL SERVICES: Repair Water Pipe Bursts	1		Technical Services
TECHNICAL SERVICES: Clear Blocked Sewerage Drains	TECHNICAL SERVICES: Clear Blocked Sewerage Drains	3		Technical Services
TECHNICAL SERVICES: Sewerage Connections	TECHNICAL SERVICES: Sewerage Connections	21		Technical Services
TECHNICAL SERVICES: Repair Potholes	TECHNICAL SERVICES: Repair Potholes	14		Technical Services
TECHNICAL SERVICES: Repair Water Leakages	TECHNICAL SERVICES: Repair Water Leakages	2		Technical Services

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
TECHNICAL SERVICES: Repair/Replace Faulty Water Meters	TECHNICAL SERVICES: Repair/Replace Faulty Meters	5		Technical Services
TECHNICAL SERVICES: No Water Available	TECHNICAL SERVICES: No Water Available	1	3	Technical Services
TECHNICAL SERVICES: Low Water Pressure	TECHNICAL SERVICES: Low Water Pressure	5	7	Technical Services
TECHNICAL SERVICES: Water Quality Complaints	TECHNICAL SERVICES: Water Quality Complaints	5		Technical Services
TECHNICAL SERVICES: Water Connections	TECHNICAL SERVICES: Water Connections	21		Technical Services
TECHNICAL SERVICES – SEWER: Smells	TECHNICAL SERVICES - SEWER: Smells	5		Technical Services
TECHNICAL SERVICES – SEWER: Leakages	TECHNICAL SERVICES - SEWER: Leakages	1	5	Technical Services
TECHNICAL SERVICES: Rubbish removal	TECHNICAL SERVICES: Rubbish removal	2	7	Technical Services
TECHNICAL SERVICES: General Dumping Complaints	TECHNICAL SERVICES: General Dumping Complaints	10	14	Technical Services
TECHNICAL SERVICES – SEWER: Broken / Missing Manhole Cover	TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover	3	7	Technical Services
TECHNICAL SERVICES – SEWER: Removal Services	TECHNICAL SERVICES - SEWER: Removal Services	3	7	Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER: Pavement Related	TECHNICAL SERVICES – ROADS & STORMWATER: Pavement Related	14		Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER: Blocked Storm Water Drains	TECHNICAL SERVICES – ROADS & STORMWATER: Blocked Storm Water Drains	14		Technical Services
TECHNICAL SERVICES – ROADS & STORMWATER:	TECHNICAL SERVICES – ROADS & STORMWATER:	14	30	Technical Services

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
Uneven Road Surfaces / Gravel Roads	Uneven Road Surfaces / Gravel Roads			
TECHNICAL SERVICES: Damaged Road Repairs	TECHNICAL SERVICES: Damaged Road Repairs	30		Technical Services
TECHNICAL SERVICES: Storm Water Pipe Repairs	TECHNICAL SERVICES: Storm Water Pipe Repairs (Breakage and Blockage)	30		Technical Services
TECHNICAL SERVICES: Repair of Side walks	TECHNICAL SERVICES: Make of Side walks	14	30	Technical Services
TECHNICAL SERVICES: Make of Driveways	TECHNICAL SERVICES: Make of Driveways	30		Technical Services
TECHNICAL SERVICES: Cutting of Trees and Grass	TECHNICAL SERVICES: Cutting of Trees and Grass	7	14	Technical Services
TECHNICAL SERVICES: Clearing of Open Overgrown Areas	TECHNICAL SERVICES: Clearing of Open Overgrown Areas	30		Technical Services
TECHNICAL SERVICES: Grave Preparation for Burials	TECHNICAL SERVICES: Grave Preparation for Burials	3	5	Technical Services
TECHNICAL SERVICES: General Repairs (Small defects)	TECHNICAL SERVICES: General Repairs (Small defects)	3	30	Technical Services
TECHNICAL SERVICES: Problem at Sport Facilities	TECHNICAL SERVICES: Problem at Sport Facilities	3	30	Technical Services
TECHNICAL SERVICES: Power Interruptions	TECHNICAL SERVICES: Power Interruptions	1	2	Technical Services
TECHNICAL SERVICES: Meter Queries / Complaints	TECHNICAL SERVICES: Meter Queries / Complaints	2	5	Technical Services
TECHNICAL SERVICES – STREET LIGHTS: Entire Street is Off	TECHNICAL SERVICES – STREET LIGHTS: Entire Street is Off	2	5	Technical Services
TECHNICAL SERVICES – STREET LIGHTS: Single Street Light is Off	TECHNICAL SERVICES – STREET LIGHTS: Single Street Light is Off	5,21	7	Technical Services
TECHNICAL SERVICES: Electricity: Reconnections After Payment is Made	TECHNICAL SERVICES: Reconnections After Payment is Made	1	7	Technical Services

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
TECHNICAL SERVICES: Electricity: New Connections Where Existing Infrastructure can be Used and After Payment is Made	TECHNICAL SERVICES: New Connections Where Existing Infrastructure can be Used and After Payment is Made	5	14	Technical Services
TECHNICAL SERVICES: Faulty Powerbox (Repair of Replacement)	TECHNICAL SERVICES: Faulty Powerbox (Repair of Replacement)	1	7	Technical Services
TECHNICAL SERVICES: Geyser Control	TECHNICAL SERVICES: Geyser Control	2	14	Technical Services
TECHNICAL SERVICES: Repair of fire hydrants	TECHNICAL SERVICES: Infrastructure Repair of fire hydrants	7	30	Technical Services
FINANCIAL SERVICES: Implementation of council resolution	FINANCIAL SERVICES: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30		Financial Services
FINANCIAL SERVICES: Electricity Blocked	FINANCIAL SERVICES: Electricity Blocked	4		Financial Services
FINANCIAL SERVICES: Water Blocked (Placed on Drip)	FINANCIAL SERVICES: Water Blocked (Placed on Drip)	4		Financial Services
FINANCIAL SERVICES: Prepaid Vendor Off	FINANCIAL SERVICES: Prepaid Vendor Off	4		Financial Services
FINANCIAL SERVICES: Account Enquiries	FINANCIAL SERVICES: Account Enquiries	10		Financial Services
FINANCIAL SERVICES: Financial enquiries	FINANCIAL SERVICES: Financial enquiries pertaining to all Departments within the municipality	20		Financial Services
FINANCIAL SERVICES: Social Assistance Applications	FINANCIAL SERVICES: Social Assistance Applications	60		Financial Services
TOWN PLANNING: Implementation of council resolution	TOWN PLANNING: Implementation and completion of council resolution to applicable Directors, Managers and personnel.	30		Town Planning
BUILDING CONTROL: Building Inspection Confirmation	BUILDING CONTROL: Building Inspection	3		Development Planning

Name	Service Description	Service Level days	New Proposed Service Level days	Directorate
BUILDING CONTROL: Builders Deposit Refund Application processed	BUILDING CONTROL: Builders Deposit	3		Development Planning
BUILDING CONTROL: On-site Queries	BUILDING CONTROL: On-site Queries	5		Development Planning
BUILDING CONTROL: Building Plan Application Progress	BUILDING CONTROL: Building Application Progress	5		Development Planning
TOWN PLANNING: Complaint: General	TOWN PLANNING: Complaint: General	5		Development Planning
BUILDING CONTROL: Building Plan Approval	BUILDING CONTROL: Building Plan Approval	30		Development Planning
TOWN PLANNING: Zoning Certificate	TOWN PLANNING: Zoning Certificate	10		Development Planning
TOWN PLANNING: Land Use/Scheme Regulation Queries	TOWN PLANNING: Land Use/Scheme Regulation Queries	5		Development Planning
TOWN PLANNING: Land Use Applications – Delegated Official	TOWN PLANNING: Land Use Applications	60		Development Planning
TOWN PLANNING: Land Use Applications – Tribunal	TOWN PLANNING: Land Use Applications	120		Development Planning
ENVIRONMENTAL: Air Pollution	TOWN PLANNING: Air Pollution	3		Development Planning